



Problem Resolution Report

NORTHROP GRUMMAN

NG/CoSD-035

Clarification of Registrar of Voters (ROV) Special Requirement

Date: July 9, 2008

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide for clarification of the special requirement for the Registrar of Voters (ROV) as set forth in Section 8.4 of Schedule 4.3.

Resolution:

1. The table in Section 8.4 of Schedule 4.3 of the Agreement is amended as shown in Attachment 1 to this PRR-035.
2. The Resource Unit Fee for the ROV Special Requirement is amended from \$13,403.27 per month to \$440.66 per day as shown in Attachment 2 to this PRR-035. Also, if the County elects to receive Dedicated Coverage (as defined in Attachment 3) for Statewide elections, a minimum number of billing days applies. This minimum is ninety calendar days immediately prior to the Election day and thirty calendar days immediately after the Election day.
3. Special MASL requirement services for ROV are applied to Statewide elections and Special elections as shown under their respective Service Descriptions in Attachment 3 (Special MASL Requirement Services for ROV Procedure) to this PRR-0035. Upon signing of this PRR, the parties will work to apply the standard format for Procedures to the procedure set forth in Attachment 3.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.



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IN WITNESS WHEREOF, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

NORTHROP GRUMMAN INFORMATION
TECHNOLOGY, INC.

By: Bruce Petrazz

Name: Bruce Petrazz

Title: Manager, Contracts

Date: 9-08-08

John HUDSON

By: [Signature]

Name: Randolph Pabst

Title: Director, Contracts

Date: September 5, 2008

Attachment 1 to PRR-035

8.4 Special Requirements

In addition to the MASLs, Contractor shall comply with the following special requirements:

Department	Requirement
All Departments	Approximately 250-300 individual End-Users will be designated as VIPs by the County. Any break-fix ticket from a VIP will be immediately escalated for resolution by the Contractor and resolved as soon as possible on 24x7x365 basis.
Registrar of Voters (ROV)	The Registrar of Voters has historically conducted on average two (2) Statewide elections and four (4) additional Special elections each fiscal year. Special elections may occur at any time during the year. For all such elections the special requirements as called out in the Special MASL, Requirement Services for ROV procedure (procedure # xxxx) will apply.
HHSA	Immediate (on-site, if needed) response, 24x7x365, for agency's public hotlines, and back-up phone service for the Polinsky Children's Center, Psychiatric Hospital and Edgemoor Hospital
OES	Immediate on-site response for all IT and Telecom during declared emergency events (approximately 15 days per year)
Tax Collector	Immediate on-site response 90 days per year for Tax Collector's systems
Public Administrator	Immediate on-site response for Public Administrator Auction System 8 days per year
Assessor	Immediate on-site response for the Document Recording, Assessment Roll and Fictitious Business Name Systems to meet statutory requirements of daily recording of information
Treasurer	Maximum 2-hour resolution for the Investment Manager and/or Assistant Investment Manager PCs.
Public Works	Level 1 response for Maintenance Management System and On-Line Time Sheet System on Thursdays and Fridays

Attachment 2 to PRR-035

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
MASL Special Requirements - Registrar of Voters	Minimum Acceptable Service Levels - Special Requirements--Section 8.5	Day	Fixed daily fee per unit	None	\$ 440.66	303	133,520	N/A	N/A	N/A	N/A	N/A	Specific	N/A

Attachment 3 to PRR-035

Procedure

Special MASL Requirement Services for ROV

Special MASL requirement services for ROV are provided as described below and are applied to both types of elections (Statewide and Special) as shown under their respective Service Descriptions.

- **Immediate Response.** An election-related problem called in to the Help Desk or communicated to on-site NG Team personnel will result in an immediate response and effort to resolve the problem. This response is delivered by the appropriate NGT framework or frameworks and the personnel necessary to restore operation without delay. Immediate response is also afforded to ROV CSRF, Work Request, and IMAR processing during the special requirement period. Priority effort is also given to infrastructure and application projects which are requested and specifically identified as in support of an election.
- **Escalated Priority.** Each Special Requirement related ticket is handled as a Priority 1 problem with immediate response and Incident Management Team (IMT) engagement as required. Although paged out as Priority 1 tickets, ROV Special Requirement and problem tickets are not counted as P1 tickets for MASL calculation purposes.
- **Freeze on Network Changes.** The network change control process freezes changes that may have an impact on the ROV. The specific items to be frozen are listed in the ROV Transaction Inventory. Based on the risk within the environment, the freeze period may be shortened with concurrence of ROV and the Community Services GITM.
- **Election Support Coordination.** Contractor will assign a coordination focal point or Election Coordination Manager for all special requirement services. This manager has the responsibility for the coordination of election related projects, requests and problem resolution activities. The Election Coordination Manager must have a proper background to be able to manage all the different frameworks engaged to support the elections process. This person must be fully empowered to provide immediate escalation of Election Related items and to secure whatever resources are needed to resolve any issues.

The special requirements services coordinated by the Election Coordination Manager will include, but are not limited to:

- Capacity analysis and service provisioning for phone systems/hotlines
 - Capacity analysis and provisioning for any needed changes or improvements in switches, routers, or other network equipment
 - Coordination and management of any 3rd party vendors or services procured through NG to provide election related services
 - Coordination of any IT services with ROV engaged vendors
 - Coordination of modifications to existing process documentation and help desk scripts
 - Securing and managing staff assigned to support the election process
 - Coordination of other tasks required to provide support for election processes
- **Onsite support.** Onsite support provides resources at the ROV whether or not an election-related Problem is being resolved. Personnel will be located at the ROV beginning the five days prior to an Election including weekends. Specifics of this coverage are presented in Table ROV-1 below. Representatives of frameworks and Security not shown in Table ROV-1 are on-call during the Special MASL period but are not part of onsite support. The requirement for onsite support may be shortened with the concurrence of the department and GITM. A minimum amount of Special MASL support is required in order for dedicated onsite support to be included as part of Special MASL support.

Attachment 3 to PRR-035

Procedure

Special MASL Requirement Services for ROV

Statewide Election Service Description.

For Statewide elections, immediate on-site response is required for all election-related IT and Telecommunication Problems. The special support period is *typically* a five-Month period beginning 120 calendar days prior to and 30 calendar days after Election Day. The Registrar of Voters will define the period special support is required for each Statewide election and will notify NGT accordingly per **Notification** below. The Special MASL requirement services to be provided as part of Statewide elections are as follows:

- Immediate Response
- Escalated Priority
- Freeze on Network Changes. Changes to the Network will be suspended three weeks prior to and one week after all Statewide elections. This period may be shortened at the discretion of the department and/or GITM.
- Onsite Support. For Statewide elections requiring the dedicated onsite support described under Dedicated Coverage in Table ROV-1, the Special MASL Support period must be initiated for a minimum period of ninety (90) calendar days prior to the Election and continue for a period of thirty (30) calendar days following the election.
- Election Support Coordination.

Special Election Service Description.

For Special elections including non-statewide countywide elections, immediate on-site response is required for all election-related IT and Telecommunication Problems. The special support period is typically a thirty (30) day period prior to and including Election Day. The Registrar of Voters will define the number of days special support is required for each election and will notify NGT accordingly per Notification below. Non-state-wide special elections will not receive the dedicated on-site coverage shown in Table ROV-1.

For small and/or non-state-wide special elections, the department may choose not to engage the ROV special requirements resource unit. If the Special MASL resource unit is engaged, the services to be provided as part of Special elections are as follows:

- Immediate Response
- Escalated Priority
- Freeze on Network Changes. Changes to the Network will be suspended one week prior to and one week after all Special elections. This period may be shortened at the discretion of the department and/or GITM.

Notification:

Registrar of Voters or the CSG Executive office will notify NGT via an IMAR of the dates comprising the Special Support period. The IMAR should specify the calendar beginning date and end date and is required for each election during the calendar year.

Billing:

This service will be billed at a pro-rated daily rate during the period requested by the department and/or GITM.

Attachment 3 to PRR-035

Procedure

Special MASL Requirement Services for ROV

For small and/or non-state-wide special elections the department may choose not to engage the ROV special requirements resource unit.

For Statewide elections requiring the dedicated onsite support described under Dedicated Coverage in Table ROV-1, the Special MASL Support period must be initiated for a minimum period of ninety (90) calendar days prior to the Election and continue for a period of thirty (30) calendar days following the election.

On-site Support:

Onsite, dedicated coverage is to be provided by the specific resource types as identified in the table below. The following apply to On-site support:

- One hour breaks for meals are permissible during the Special Coverage period
- Support may be provided in shifts provided the start and end times of each shift is staggered to provide continuity of support
- Security, Applications, firewall rule and framework management support are all provided on an on-call/as required basis throughout the Special Coverage period.

Onsite, dedicated support for cell phone services is provided under a separate Integrated Service Request and is not part of this resource unit.

Table ROV-1.

Resource	Period of Onsite, Dedicated Support	Comments
Election Coordination Manager (Sufficiently qualified personnel may include Desktop or other NGT framework manager)	Five calendar days prior to the Election; Election Day support from 5:30 am until 1:00 am and the day after the Election.	Provides coordination support as required (including onsite attendance at key meetings) throughout entire Special Support period.
Desktop Technician	Five calendar days prior to the Election; Election Day 8:00 am to 1:00 am; Day after the Election.	
Telecom Management Support	Half time (four hours each day) for the five calendar days prior to the Election, Election Day (split shift 5:30 am to 11:00 am and 6:00 pm to 8:30 pm).	May be provided by Telecom manager present onsite for cell phone support services.
Telecom Voice System Support (Call Center/ACD Specialist)	One calendar day prior to the Election from 7am to 12 noon and again from 5 pm to 8 pm; Election Day from 5:30 am until 8:30 pm.	